

# INDIANA CYBER HUB SOCIAL MEDIA POLICY

Welcome to the [Indiana Cyber Hub](#) - the official social media accounts for the State of Indiana's Cybersecurity Program. The purpose of the [Cybersecurity Hub Page](#) and social media accounts are to serve all Hoosiers as a credible resource for information about cybersecurity, including how to stay safe online – at home, at work or at school – and how to protect yourself and your family.



Connect with us on Facebook



Connect with us on Twitter

## SOCIAL MEDIA COMMENT AND POST POLICY

The Indiana Cyber Hub and social media accounts are monitored by staff to promote agency activities and initiatives. The agency's goal is to share information that is timely and informative. The Indiana Cyber Hub welcomes engagement by the public on social media at any time. However, given the need to manage state resources, content moderation and responses should only be expected during regular business hours.

When engaging with the Indiana Cyber Hub through social media, you agree to the following consumer use policy:

The Indiana Cyber Hub social media accounts are hosted by web services not owned by the State of Indiana and have different privacy and security policies. The Indiana Cyber Hub is not responsible for, and does not endorse or guarantee, content, availability, viewpoints, products, or services offered or expressed on non IN.gov portal websites.

The Indiana Cyber Hub social media platforms (via Twitter at: [www.twitter.com/indianacyberhub](http://www.twitter.com/indianacyberhub) and Facebook at: [www.twitter.com/cyberhubindiana](http://www.twitter.com/cyberhubindiana)) are not a method for reporting a cyberattack or a case involving identity theft. If you believe you are a victim of a cyberattack, or you believe you have been a victim of identity theft, or you have had your personal data comprised, you can learn to report it safely and securely at: [www.in.gov/cybersecurity/report-a-cyber-crime/](http://www.in.gov/cybersecurity/report-a-cyber-crime/).

The Indiana Cyber Hub communications team regularly monitors the State of Indiana's Cybersecurity Program's social media platforms but is not responsible for content generated by users. The Indiana Cyber Hub accepts comments but is not obligated to respond to comments or posts.

The Indiana Cyber Hub can remove comments or posts that include the following:

- Obscene language or images
- Threatening or defamatory statements
- Violent or racist language
- Endorses or opposes any type of religious opinions or activities
- Promotes, fosters, or opposes any type of religious opinions or activities
- Promotes, fosters, or perpetuates discrimination on the basis of creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, or sexual orientation
- Advocacy for any illegal activity
- Off-topic or spam
- Web links to malware and/or suspicious programs or platforms

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- Infringements on copyrights, trademarks, or other intellectual property rights
- Political statements that endorse or oppose political candidates or ballot propositions
- Any disclosure of information that is confidential by law or regulation
- Any other content that violates State or Federal laws
- Advertising of any kind

If a member of the public has an immediate concern about posted content, contact [CyberHub@iot.in.gov](mailto:CyberHub@iot.in.gov).

Third-party users should not disclose personal or financial information on social media services. Agency personnel will remove personal information, such as Social Security numbers or driver's license numbers, when identified, but the State or agency is not responsible for any damages caused by delays in removing the information. The Indiana Cyber Blog is not responsible for personal content posted by users and any such information is posted at the user's own risk.

Continuous violations of the above guidelines may result in the author being banned from the Program's social media accounts. It may also result in an abuse report being filed with the social media service(s). Both banning and reporting of abuse may occur without warning and at the discretion of the Program/Agency.

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## EMPLOYEE USE POLICY

Indiana Cyber Hub employees are held to a higher standard, and as such, should be conscious of their social media interactions, particularly on platforms where they identify themselves as an employee/authorized administrator.

Individuals who identify themselves as an employee/administrator on social media shall not:

- Share information that is confidential or sensitive in nature that was obtained by virtue of employment with Indiana Office of Technology and/or Indiana Department of Homeland Security
- Speak on behalf of IOT or IDHS unless expressly authorized to do so
- Represent your personal opinions and beliefs as yours alone, not representative of IOT or IDHS
- Engage in any conduct that may harm or tarnish the image of IOT, IDHS and/or its employees.
- Write or present anything on social media that violates the State's policies relating to harassment and/or discrimination and privacy.
- Participate in any sort of online bullying, harassment or criticism that could impact IOT or IDHS, its stakeholders or the Indiana Governor's Office.

If you have a question, please contact the Indiana Cyber Blog at [CyberHub@iot.in.gov](mailto:CyberHub@iot.in.gov).